options (**Figures 16 and 17**), connection options (**Figure 18**), extension options (**Figure 19**), attendant options (**Figure 20**), and monitor options (**Figure 21**) by selecting appropriate buttons shown on the options screen 1402 to display appropriate screens to configure such options.

[0056]   In one embodiment, the communication management system includes a one-number system.   **Figure 15** shows a user account options screen 1502 (similar to that in Figure 8) that allows the user to enter a phone number for the one-number system, and a PIN for the system. The user can also cause the PIN to be saved and for sign-on to be automatic when the user logs on.

[0057]   **Figure 16** shows a notification options screen 1602 for configuring user notification. In the screen 1602 the user has chosen connection call and call control (similar to those options described above with respect to Figure 9).   The user has also chosen to have new faxes and voice mail sent to a mail account, for example the Microsoft Outlook™ email inbox. The user may also cause the system to notify the user when a fax or email message is received.

[0058]   **Figure 17** shows a notification sound options screen 1702 displayed to the user if the user selects a "Select Sound File" button associated with a "Play notification sound" option in screen 1602. Through the screen 1702, the user can designate a sound file to be played for different situations, such as "Hangup/Command", "To Voice Mail", and other call options depicted in screen 1702. The user can also choose sound options for fax alerts and voice mail alerts. A "..." button selects from various available sound files, and a ">" button allows the user to play the file to test it.

[0059]   Figure 18 shows a connection options screen 1802 (similar to screen 1004) for configuring connections, including specifying servers, ports, protocols, and other connection options shown.

[0060]   **Figure 19** shows an extensions options screen 1902 for configuring handling codes. Pull-down menus list codes to be associated with various "Quick Direct" numbers 1, 2, and 3 (shown below in **Figure 25**). "30 Cellular" is currently chosen for number 1, "60 Connection" is currently chosen for number 2, and the

pull-down menu choices are displayed for number 3. At the bottom half of screen 1902, the user may specify the default call handling codes, or extensions, to be used during an Outlook™ calendar event, such as a meeting. The user may specify the default extension, and optionally the phone number, to be used during a calendar event, and after a calendar event. Note that this is the default call handling method for a calendar event, however the user may elect to override this default on specific calendar events, as shown at 1302 and 1304 above in Figure 13.

[0061]   **Figure 20** shows an attendant options screen 2002 (similar to screen 1102) for configuring attendant options. The user enters an attendant's phone number at the top of the screen 2002, which can be added or removed by selecting appropriate buttons. In addition, the attendant can be given connection call permission, call control permission, or both, by selecting appropriate boxes. The user can also specify a number of seconds between receipt of the call and transfer to the attendant.

[0062]   **Figure 21** shows an Outlook™ inbox screen 2100 and an active extension pull-down menu associated with the active extension button 2102. This pull-down menu allows the user to instantly change the extension currently active for incoming calls. As previously described, the extensions are handling codes. In the example of Figure 21, the user is changing the current active extension from "20 My Office" to "30 Cellular".

[0063]   **Figure 22** shows a pull-down menu 2202 below the iControl button. The menu allows the user to disconnect from the communication management system. The menu 2202 further allows the user to link to a web site for accessing web voice mail, web fax service, a web extension manager, and a weekly default call-handling schedule by selecting the appropriate buttons (and thereby navigating to appropriate web sites based on associated URLs). The web voice mail site (not shown) displays a list of stored voice mail messages on which a user may click and replay over the user computer. The web fax mail site (not shown) and displays a list of stored fax mail messages on which a user may click and display

on the user computer. The web extension manager site allows the user to configure call extensions, add extensions, and otherwise adjust call handling methods as described herein. The weekly schedule site allows a user to configure his or her default call handling schedule, as described herein.

[0064]   **Figure 23** shows an Outlook™ call history screen 2302 displayed when a user clicks the Call History button. The call history screen 2302 lists calls received, from whom received, duration, date, and call state. Since such calls are displayed under the Outlook application, a user may employ the functionality provided in Outlook. For example, the user may sort all calls displayed based on the caller, call states, call duration, etc. Likewise, a user may create folders and store listed calls inside such folders, move calls to other features under Outlook (e.g., the Journal, Contacts, Calendar), and the like.

[0065]   **Figure 24** shows an Outlook™ call history screen 2400 and a status screen 2402. The status screen 2402 appears when the "Status" button in the toolbar is clicked. The user can enter a current status to be used by the TSPS 103 in handling calls. Screen 2402 also allows the user to define "message text" to be associated with each status. For example the message text for Away might be "I'm out to lunch". In the example shown in Figure 24, the message text for the Active status is "I'm here". The message text is seen by the attendant, for example by moving the mouse over the status icon associated with the user.

[0066]   **Figure 25** shows an Outlook™ call history screen 2500 and a pop-up call screen 2502. In one configuration of the communication management system, the incoming call screen 2502 appears when an incoming call is received by the TSPS 103. The TSPS determines, using the registration server 106, information displayed on the screen 2502. The user has the option of "quick directing" the call to one of the three extensions shown, each of which represent a previously defined call handling code under screen 1902. The user may also open contact information for the caller that is stored in the Outlook™ contacts database. The call history screen 2500 displays the incoming call on the top line of the screen ("Paul Chen   Incoming Call").